



Job Description
NHS Professionals Limited

Job Title:	Flexible Worker Advisor (FWA)
Band:	3
Location:	Local Trust Services Team (TST) - NHS client on-site

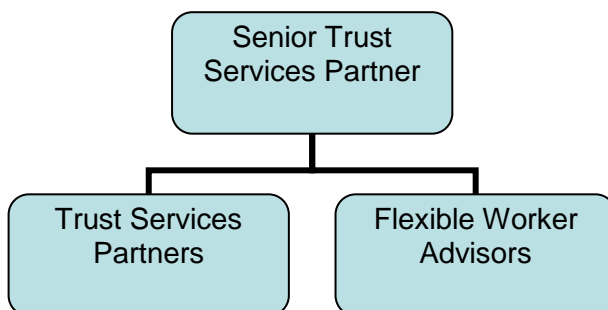
Role summary:

This critical role for the local NHS Trust provides on-site customer support for NHSP bank workers (flexible workers) ensuring all contact with NHSP is quick, simple and helpful.

The flexible worker will look to the FWA for support and will expect expert advice and guidance for prompt query resolution for any enquiry that the NHSP National Service Centre are unable to help with.

The aim of the on-site team is to facilitate filling bank shifts whilst ensuring the workers requirements are also met or exceeded. Key to success in this role is to establish strong working relationships with both the hiring and bank staff communities, prioritising proactive tasks to pre-empt process or service issues with the end goal of delighting our customers; our aim is to be a “customer obsessed” organisation.

Organisational Position (Illustrative):





Responsibilities:

- Develop and maintain strong organisational knowledge of both NHSP and local NHS Trust
- Identify, establish and build relationships with key NHSP centre colleagues that are responsible for the remote delivery of service to your customers
- Deliver and promote the high standards of NHSP to existing and potential flexible workers, acting as an NSHP ambassador at all times
- In collaboration with the Trust Recruitment Partner support the recruitment of new worker applications by explaining the process and where needed nurture them from application to completing their first shift
- Validate, sign off and record flexible worker documentation associated with “right to work” and DBS checks, adhering to current legislation and best practice whilst also working in collaboration with the central compliance team
- Connect, foster trust and establish ongoing relationships with the flexible worker community
- Act as the first point of contact for all flexible worker queries which could be face to face, over the phone or via email ensuring each query is logged and resolved to the satisfaction of the worker and in line with agreed SLA’s
- Escalate any service issues to the Senior Trust Services Partner, Area Manager and/or Client Account Manager accordingly
- Support the workers (and when required the hiring manager) through the booking process to ensure it is seamless and a great experience
- For hiring managers new to the process, provide support with adding, modifying or removing shifts
- Provide pro-active flexible worker engagement such as new starter calls, first shift reviews, first pay day checks
- Attend worker clinics to deal with issues and maintain a sense of worker community support
- Support the audit process in the collation of DBS and Right to Work paperwork in collaboration with the Trust Recruitment Partner and central compliance team
- Maintain accurate records of meetings, consultations and incidents
- Work collaboratively with central services to ensure the flexible worker’s individual needs are met
- Support the Trust Services Partner with general administrative support such as running reports and collating flexible worker data
- Ensure adequate stocks of promotional material and office supplies
- Contribute to a positive working environment, ensuring it is safe, clean and tidy and appropriate for colleagues and all customer contact
- Adhere to GDPR legislation and know when to ask for support for any breaches

Occasional responsibilities as and when required

- Support the recruitment, welcome and induction of new workers in collaboration with the Trust Recruitment Partner



- Provide a flexible, collaborative approach to supporting other NHSP trust team members and covering in their absence to ensure service standards are maintained. This may include travel to other sites in the region

Accountabilities:

- First fix resolution for customer queries, logging all queries accurately and ensuring any passed on are to the correct department and well signposted
- Accurate validation and recording of “right to work” and DBS documents ensuring each worker requires only one meeting with the Trust Services Team during their application process and their file is subsequently passes audit first time
- Ensuring worker and hiring manager feedback is consistently high and any areas of improvement are acknowledged and actively worked on as part of the local continuous improvement initiative
- Ensuring all worker and hiring manager contact is responded to quickly and effectively in line with local SLA’s

Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

- **Equality and Diversity**
To act in accordance with NHS Professional’s Equality and Diversity Policy, this is designed to prevent discrimination of any kind.
- **Health and Safety**
Ensure that all duties are carried out in line with NHS Professional’s Health and Safety Policy.
- **Corporate Image**
Adopt a professional image at all times.
- **Risk Management**
Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)
Responsibility for attending health and safety training as required.
Responsibility for assisting with risk assessments.
- **Scheme of Delegation**
To comply the Scheme of Delegation this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

Note:

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.



Acceptance:

I agree to undertake the duties of the job in accordance with the above:

Signed: (Job Holder)

Name: (Print)

Date:

Signed: (Line Manager)

Name: (Print)

Date:



**NHS Professional Limited
PERSON SPECIFICATION**

Job Title:	Flexible Worker Advisor		
CRITERIA:	<p>ESSENTIAL</p> <p><i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i></p>	<p>DESIRABLE</p> <p><i>(When applying for this job it is desirable you fulfill these requirements. However, if you do not you may still apply and may be interviewed)</i></p>	<p>HOW IDENTIFIED</p> <p>A / C / I / P / R / T</p>
Qualifications & Knowledge:	<p>GCSE Math's and English at Grade C or above or equivalent qualification/level of experience</p>	<p>Qualified to NVQ Level 3 in Business Administration/Office Practice</p> <p>Evidence of Customer Service Skills Training</p>	<p>A/C/I</p>
Experience:	<p>Customer service/retail in an environment where delighting the customer is the core focus</p> <p>Administration experience</p> <p>Ability to deal with high volume internal and external customer enquiries and conflicting priorities</p>	<p>Face to face customer service</p> <p>Previous experience of working in a demanding customer focused environment</p>	<p>A/I/T</p>
Communication & People Skills:	<p>Advanced ability to connect and communicate effectively in writing, face to face and over the telephone with a wide range customers</p> <p>Proactive approach to relationships and trouble shooting</p> <p>Ability to recognise own limitations and requirement to</p>	<p>Complaint handling</p>	<p>A/I/T</p>



	<p>escalate as appropriate</p> <p>Conflict management</p> <p>Problem solving/solution focussed</p> <p>True team player that actively supports all internal colleagues</p>		
Organisational Skills:	<p>MSOffice</p> <p>Record management</p> <p>Ability to manage time and workload effectively</p> <p>Prioritising conflicting workloads</p> <p>Flexible approach to changing business needs</p> <p>Resourceful and solution focussed</p> <p>Punctual, reliable and calm</p> <p>Exceptional attention to detail</p>		A/I/T
Specialist Knowledge/ Skills:		<p>NHS sector</p> <p>Understanding of healthcare roles and responsibilities</p> <p>Pre-employment vetting</p>	
Physical Skills:	<p>Able to pass pre-employment checks</p> <p>Ability to undertake desk work</p> <p>Ability to visit clients and clinical areas</p> <p>Keyboard skills</p>		A/I



<p>Equality:</p>	<p>Candidates should demonstrate a commitment to the principles underlying NHS Professionals Ltd's Equality and Diversity and Health and Safety Policies.</p>		
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Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation